



## **Fenway Community Development Corporation Resident Engagement Coordinator - Job Description**

*Fenway CDC works to preserve the Fenway as a vibrant and diverse neighborhood by developing affordable housing, providing programs that enrich lives, and strengthening community voices. The organization is a 501 (c) 3 non-profit. We have three program departments: Real Estate, Community Organizing & Planning, and Community Programs. Learn more about us at [www.fenwaycdc.org](http://www.fenwaycdc.org).*

The **Resident Engagement Coordinator (REC)** assists residents of Fenway CDC's rental portfolio to maintain successful occupancy of their housing and foster connections within the neighborhood. The REC will work collaboratively across multiple departments and with Fenway CDC's 3rd-party property management agents in implementing the CDC's strategic goals for improving and preserving tenant well-being. This position is a full-time (40hr/wk), exempt position and reports to the Director of Community Programs. This position requires in office presence with some remote work possible.

### **DUTIES AND RESPONSIBILITIES**

- Coordinate resources for residents that address key community needs: housing stability, health and wellness, food security, economic resiliency, job readiness, crisis management, etc.
- Act as an advocate for residents; act as a liaison between residents and Property Management, community-based agencies; participate in property management & resident services meetings
- Establish and maintain relationships with Peabody and Schochet Resident Services Coordinators offered by the 3<sup>rd</sup> Party Property Management and other local service providers
- Provide information and initial referral services to connect residents to 3<sup>rd</sup> Party property manager's resident services around tenant concerns and/or barriers to housing, rental arrears, and financial coaching
- Publish monthly newsletter and coordinate all messaging from Community Programs Department to its residents
- Implement and administer effective outreach programs or events, coordinate events and programs targeting community needs in conjunction with the Director of Community Programs and the Community Services Coordinator
- Participate in regular professional development training
- Organize Building Captain meetings and outreach events to promote Fenway CDC programs. Building Captains are volunteer resident leaders who are advocates for their respective building's needs and communicate regularly with neighbors, and communicate with property management, maintenance & Fenway CDC staff.
- Collect and maintain accurate data and case notes regarding resident contact, needs, services, etc. for reporting purposes
- Identify and work to solve a range of simple to complex resident issues or concerns in a timely manner
- Other duties as required

### **QUALIFICATIONS AND CERTIFICATIONS**

*Fenway CDC does not expect any one candidate to meet all the criteria below, but rather hope you will apply if the role and responsibilities excite you.*

**Required Skills, Abilities, Education and Experience:**

- Degree in social work, public health, or a related field or equivalent work experience providing services in a Housing/Multi-Family housing environment, or a private, non-profit social service organization serving youth and families
- Knowledge and experience in affordable housing; experience working with elders is a plus
- Established understanding of city and state programs for low-income residents, disabled, elderly, etc.
- Must be able to handle and protect the privacy of highly sensitive, confidential information

**Preferred Skills, Abilities, Education and Experience:**

- Proactively anticipates, manages, and constructively resolves conflicts and disagreements; engages in trauma-informed communication practices; identifies ways conflict can lead to positive change
- Demonstrates respectful and effective communication with colleagues and residents/tenants – meeting people where they are
- Demonstrates a high level of emotional intelligence, treats others ethically and fairly, and displays integrity and honesty
- Possesses ability to self-direct, strong attention to detail and commitment to excellence in work product while handling multiple projects at one time
- Experience working with at-risk and underserved communities
- Bilingual Spanish speaker preferred; language skills in Mandarin, Russian, Portuguese, Haitian Creole, and/or Amharic are also encouraged to apply
- Demonstrates commitment to the empowerment of individuals to overcome barriers

**Team Engagement and Supervision:**

- Weekly/bi-weekly supervision is provided by Fenway CDC's Director of Community Programs
- Additional field support is provided by Asset Management Associate who works as a part of Fenway CDC's Real Estate team.
- Monthly team meetings and collaboration with 3<sup>rd</sup> party property manager's resident services team.

**Salary and Benefits:**

Salary range will be commensurate with experience within a range of \$55,000 to \$60,000. Fenway CDC has a full benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, 401k matching, paid sick, vacation, and holiday leave.

**To Apply:**

Please email resume and cover letter speaking to your interest and skills for this position to [projects@fenwaycdc.org](mailto:projects@fenwaycdc.org). Applications are encouraged by May 19, 2023 and will be reviewed and evaluated beginning on that date. Interviews will subsequently be scheduled on a rolling basis. We anticipate at least 2 rounds of interviews for the successful candidate.

*Fenway CDC is an Equal Opportunity Employer and considers qualified applicants for employment regardless of expression, age, color, religion, disability, veteran status, sexual orientation or any other protected class.*